

Job Description

Development Operations Officer

Job Description	
College/Service Development; Social Purpose Unit	Location Hybrid – Office (High Holborn) and homeworking
Contract Length Permanent	Hours per week / FTE 35 / 1 FTE
Accountable to Senior Prospect Researcher	Weeks per year F/T (52 weeks)
Salary £36,532 - £44,865 per annum	Grade 4

Job Description
<p>About UAL and the Development Operations Team</p> <p>UAL has a world-class reputation and is made up of 6 equally renowned Colleges: Camberwell College of Arts, Central Saint Martins, Chelsea College of Arts, London College of Communication, London College of Fashion and Wimbledon College of Arts. For the fourth year running, University of the Arts London (UAL) has been ranked second in the world for Art and Design in the QS World University Rankings®.</p> <p>This is an exciting time to join the university, as we recently launched our new 10 year strategy – The World Needs Creativity – to deliver our social purpose in a changing world. Key to delivering the strategy will be UAL's first ever fundraising campaign, which aims to raise £50 million for student support, academic excellence, social impact, and capital projects such as the new London College of Fashion and London College of Communication campuses.</p> <p>The Development Operations team (currently comprised of Head of Development Operations and Senior Prospect Researcher) is part of the UAL Development Department, and supports UAL's objectives, fundraising, events, and alumni relations in four key areas:</p> <ul style="list-style-type: none">- donor and alumni database (Raiser's Edge) management,- prospect research and portfolio management,- reporting and insight, and- data governance and compliance.

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Purpose of Role

The Development Operations Officer is a new role in UAL's Development Operations team. Reporting to the Senior Prospect Researcher, and working closely with the Head of Development Operations, you will support our fundraising and alumni relations through prospect research and alumni data management. In this role, you will have the opportunity to undertake research into donors, prospective donors, and strategic partners, while utilising your database and Excel skills to manage alumni data updates.

Together with the Senior Prospect Researcher, you will support our fundraising and events teams and produce timely due diligence reports on HNWIs, corporates, and Trusts and Foundations; identify new and potential donors; create network maps of our existing supporters; and produce event profiles and briefing notes. This will be crucial in supporting the imminent launch of our first-ever comprehensive Campaign, as well as our well-established series of Development events.

You will also provide support to UAL's alumni team, by ensuring alumni data we hold on Raiser's Edge is accurate and up to date. You will use various sources (online webform, SITS, Press Office bulletins) in regular intervals (weekly, monthly, annually) to ensure personal, contact, education, and business details of our alumni are recorded as appropriate. You will be an advocate of best practices in database management, act as a point of contact for research and alumni data queries and reports, and together with Head of Development Operations produce user guides and training materials for Raiser's Edge users.

Prospect research (60%)

- Conduct specific research under the guidance of the Senior Development Researcher and to undertake proactive research activities which meet the strategic objectives of the Development department, particularly those relating to the University's fundraising Campaign.
- Lead on due diligence procedures and work closely with Senior Development Researcher on identifying any potential donors or partners that represent a significant risk to the university's reputation.
- Undertake research into donors, prospective donors, and strategic partners, including individuals, trusts and foundations, companies, and other organisations.
- Provide profiles and briefing notes upon request and to feed into items such as event guest lists and prospect lists of those with interests aligned with campaign priorities.
- Provide support in researching suggested honorary degree recipients on an annual basis.

Data management (40%)

- Maintain, improve and update the database (Raiser's Edge), ensuring that information is entered consistently, accurately and in a timely fashion.
- Manage alumni data updates through regular processing of updated information, including monthly web updates and annual graduate load from SITS
- Ensure compliance with all relevant standards for Development and alumni

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relations activities, including those relating to data protection regulation, gift processing, fraud and money laundering legislation, and others as appropriate

- Act as a database champion and, together with Head of Development Operations, work on promoting Raiser's Edge best practices.

General

- To perform such duties consistent with your role as from time to time may be assigned to you anywhere within the University.
- To undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- To personally contribute towards reducing the University's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022).
- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- To conduct all financial matters associated with the role accordance to the University's policies and procedures, as laid down in the Financial Regulations.

Key Working Relationships

- Head of Development Operations and Senior Prospect Researcher
- Development Department (Director of Development, Partnerships, Major Gifts, Trusts & Foundations, Campaign, Development Events, Alumni Relations)
- College personnel with responsibilities such as business and innovation, academic enterprise, events, international partnerships, alumni relations and/or where they have fundraising responsibilities, require due diligence checks and/or use Raiser's Edge.
- Other central functions, such as Finance, Registry, Digital, and IT.

Specific Management Responsibilities

Budgets: none

Staff: none

Other (e.g. accommodation; equipment): none

Signed _____ (Recruiting Manager)

Date of last review _____ [Type in Details]

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Person Specification	
Specialist Knowledge/ Qualifications	<ul style="list-style-type: none"> - University degree, equivalent qualification, or suitable professional experience - Knowledge of fundraising in the education, arts, cultural or wider charitable sectors
Relevant Experience	<ul style="list-style-type: none"> - Experience of conducting desktop research - Track record of working successfully with fundraisers in the education, arts, cultural or wider charitable sectors (desirable) - Experience of working with colleagues to produce written reports for varied audiences - Experience of undertaking due diligence checks (desirable) - Experience in using relational databases or CRMs - Knowledge of Raiser's Edge (desirable) - Experienced user of Microsoft Excel, with good skills in data formatting and manipulation - Experienced user of web-based sources of information relevant to research - A demonstrable understanding of the creative arts and creative industries (desirable)
Communication Skills	<ul style="list-style-type: none"> - Excellent written and verbal communication skills – in particular, an ability to source, collate and prioritise a wide range of information to produce concise and informative reports - Ability to build strong relationships with a wide range of people, including at the most senior level - Excellent attention to detail
Professional Practice	<ul style="list-style-type: none"> - Meets all professional standards for research and information management (such as data protection regulation)
Planning and Managing Resources	<ul style="list-style-type: none"> - Plans, prioritises and organises work to achieve objectives on time

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Teamwork	<ul style="list-style-type: none">- Works collaboratively in a team and, where appropriate, across or with different professional groups.
Creativity, Innovation and Problem Solving	<ul style="list-style-type: none">- Uses initiative or creativity to resolve problems

Please make sure you provide evidence to demonstrate clearly how you meet these criteria, **which are all essential unless marked otherwise**. Shortlisting will be based on your responses.